

Pima County Community Development and Neighborhood Conservation Department
Outside Agency Program



- Outside Agency Overview -

The Board of Supervisors allocates General Funds provided through the Outside Agency Program to address the most critical needs throughout the County, targeting services to underserved and economically disadvantaged populations and communities

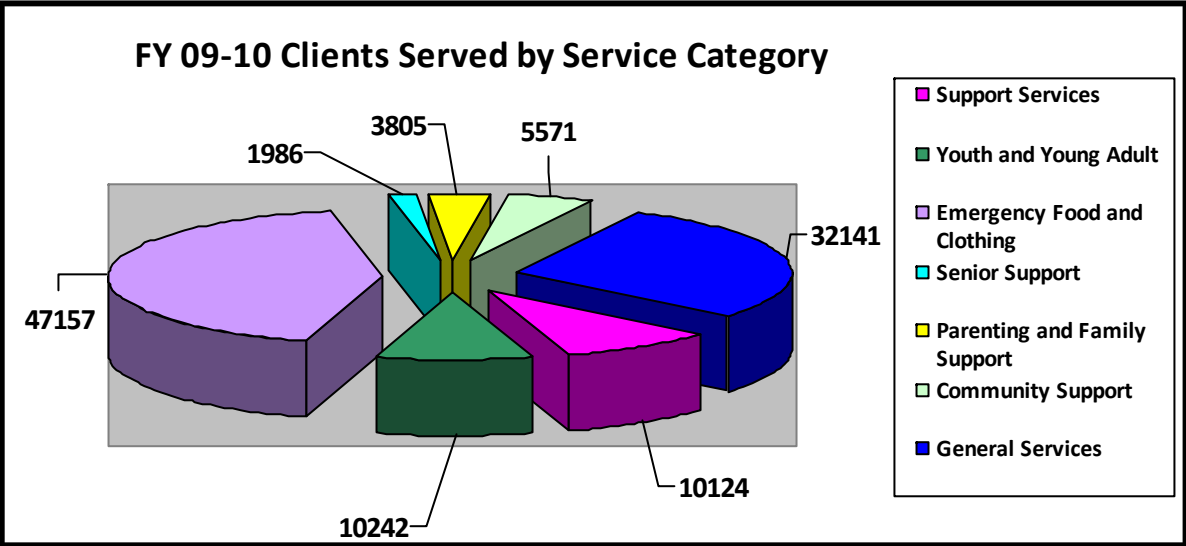


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**Fiscal Year 2009-2010
Annual Impact Report**

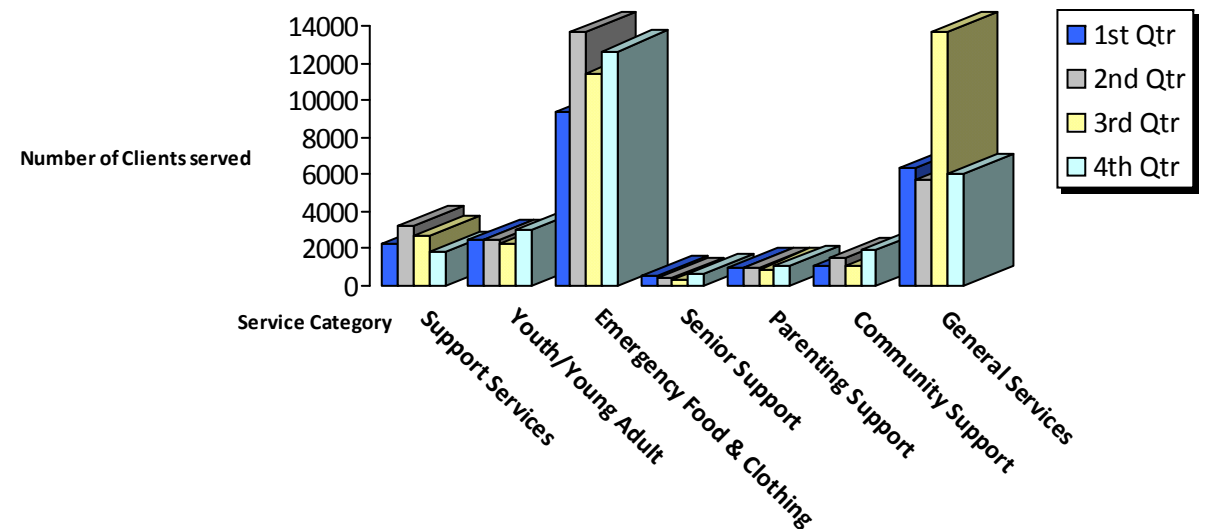
Client Demographics

Service Categories								
	Support Services, Domestic Violence, Foreclosure Counseling	Youth and Young Adult	Emergency Food and Clothing	Senior Support	Parenting and Family Support	Community Support	General Services	Total Number of Clients Served
Female head of Household	2317	904	5944	328	1023	940	3243	14699
Homeless	634	330	2320	187	40	3279	130	6920
Persons With Disabilities	1561	235	617	916	103	1819	2410	7661
Low to Moderate Income (≤ 80% Median Income)	4867	3649	45263	1140	1878	5059	9046	70902
Age Group (0-17)	2568	7793	15685	494	1580	684	2561	31365
Age Group (18-59)	6339	2219	25334	266	2202	4312	7923	48595
Age Group (60 +)	1076	230	5560	1218	5	529	4673	13291
Age Unknown	141		578		18	46	16984	17767



Client Demographics

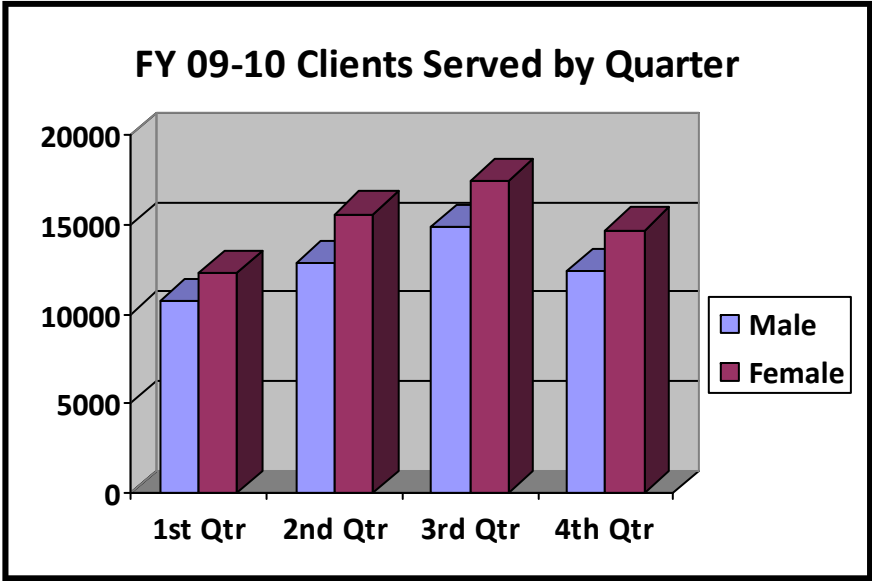
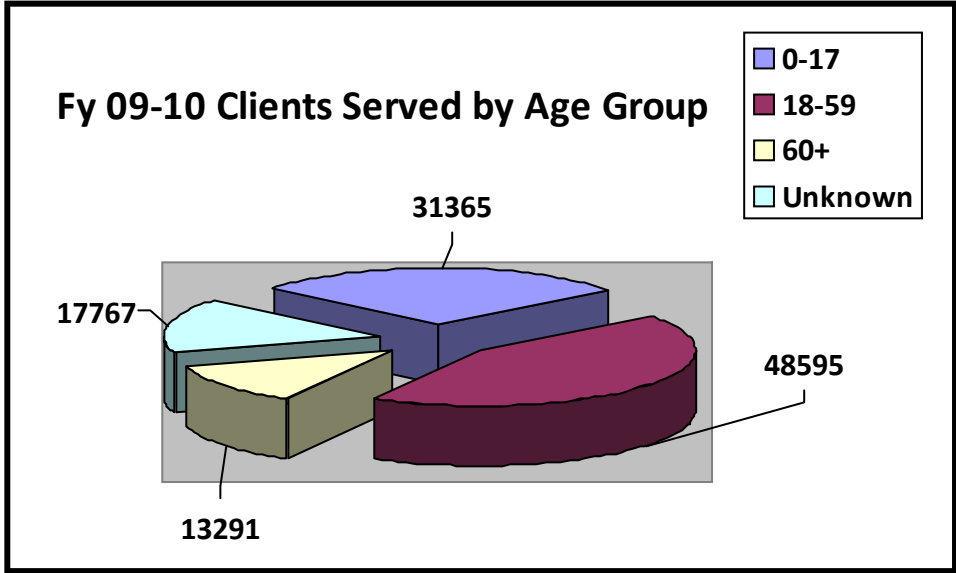
Number of Clients Served per Quarter



Client Demographics By Area

	Support Services, Domestic Violence, Foreclosure Counseling	Youth and Young Adult	Emergency Food and Clothing	Senior Support	Parenting and Family Support	Community Support	General Services	Total Number of Clients Served
Urban	9889	4251	41386	1884	3805	5238	29945	96398
Rural	235	5991	6771	102		333	2196	15628
Unincorporated Pima County	63	1538	6671	102			1285	9659

Client Demographics



Spotlight on the OA Committee Process

The Pima County Outside Agency program provides funding to non-profit entities to serve economically and socially disadvantaged populations through social service programs. The Pima County Board of Supervisors establishes funding limits for the program and grants are awarded to agencies through a public committee process.

The Outside Agency Community Advisory Committee, with members appointed by the Board of Supervisors and County Administrator, meet to review applications and determine funding priorities. The recommendation process begins in the Fall with final recommendations provided to the Board of Supervisors in May.

Programs are funded in service categories, and the amount of funding for each service category is determined by the community's most critical needs, and by which service categories will provide the greatest impact. The committee's funding priorities for fiscal year 2010-2011 include: Basic Needs, Safety, Quality of Life, and Support Services. The minimum award granted to individual agencies is \$15,000, and in the coming fiscal year the Outside Agency program will provide over \$3.6 million in funding for social service programs.

The following is a list of the current Outside Agency Community Advisory Committee members:

Committee Member	Date Appointed	Appointed By
Corey Smith	October 2006	Anne Day
Michael Lundin	April 2010	Ramon Valadez
Pam Moseley	April 2010	Sharon Bronson
Jeannine Mortimer	February 2010	Ray Carrol
Rosalva Bullock	February 2010	Richard Elias
Colin Zimmerman	June 2008	Chuck Huckelberry

Outputs by Service Category

Support Services: Domestic Violence, Shelter, Foreclosure Counseling

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	60	5 Households	71	6 Households
Case Management	Hours	3262	1730 Individuals	4862	3233 Individuals
Community Information	Electronic Media Items	520	20 Agencies	1145	310 Agencies
Community Information	Events	11	11 Group Contacts	16	12 Group Contacts



Primavera Foundation

Outputs by Service Category

Support Services: Domestic Violence, Shelter, Foreclosure Counseling

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Community Information	Print Media Items	15	30 Agencies	66	59 Agencies
Crisis Intervention/ Advocacy	Hours	63	30 Individuals	119	47 Individuals
Financial Assistance	Dollars	17699	24 Households	17699	20 Households
Financial Assistance	Dollars	16038	87 Individuals	16156	86 Individuals
Financial Assistance / Education	Hours	40	5 Individuals	36	9 Individuals
Food Assistance	Boxes	2409	756 Individuals	2897	635 Individuals
Food Assistance	Congregate Meals	468	11 Individuals	507	12 Individuals
Individual Support	Hours	120	6 Households	138	22 Households
Material Assistance	Items	6742	984 Individuals	6082	767 Individuals
Outreach	Contacts	4	16 Households	19	155 Households
Professional Services	Events	12	48 Households	24	542 Households
Professional Services	Hours	192	8 Individuals	200	21 Individuals
Referral/ Information	Calls	1200	10 Individuals	1895	48 Individuals
Referral/ Information	Referrals	120	40 Individuals	781	701 Individuals
Screening/ Assessment	Appoint-ments	350	240 Individuals	846	721 Individuals
Screening/ Assessment	Screenings	113	83 Individuals	239	100 Individuals
Shelter	Nights	575	178 Households	4819	255 Households
Shelter	Nights	2610	99 Individuals	2271	74 Individuals



**Tucson
Metropolitan
Ministries:
Family Journey
Program**

Outputs by Service Category

Support Services: Domestic Violence, Shelter, Foreclosure Counseling

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Training / Skill Development	Hours	1396	350 Individuals	1454	377 Individuals
Training - Volunteers/ Professionals	Hours	845	130 Individuals	748	138 Individuals
Transportation Assistance	Trips	400	80 Individuals	648	230 Individuals



**New Beginnings
for Women and
Children**

Youth and Young Adult

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	2388	90 Individuals	1706	90 Individuals
Child Care	Hours	28739	79 individuals	22303	111 Individuals
Crisis Intervention/ Advocacy	Hours	900	60 Individuals	1100	78 Individuals
Financial Assistance	Dollars	2800	28 Households	2386	6 Households
Financial Assistance	Dollars	57524	70 Individuals	34453	114 Individuals
Group Support	Hours	6836	396 Individuals	6603	306 Individuals
Individual Support	Hours	110	31 Individuals	67	26 Individuals
Mentoring	Hours	14461	96 Individuals	23473	227 Individuals
Outreach	Contacts	490	160 Individuals	388	195 Individuals
Professional Services	Hours	40	21 Households	0	0 Households
Professional Services	Hours	1271	127 Individuals	1506	145 Individuals
Pro Social Activities	Events	2224	218 Individuals	2584	205 Individuals
Pro Social Activities	Hours	33403	2050 Individuals	22917	3495 Individuals
Respite	Hours	675	15 Individuals	675	15 Individuals



**Sahuaro Girl
Scout Council:
Community Girl
Scouting for
Underserved
Girls**

Outputs by Service Category

Youth and Young Adult

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Screening/ Assessment	Screenings	200	200 Individuals	44	103 Individuals
Service Learning Activities	Hours	18340	849 Individuals	21472	1618 Individuals
Training - Skill Development	Hours	11671	1833 Individuals	12654	2318 Individuals
Training - Volunteers/ Professionals	Hours	1000	47 Individuals	466	45 Individuals
Tutoring/ Academic Assistance	Hours	42217	311 Individuals	60445	452 Individuals



**Tu Nidito:
Children to
Children Grief
Support
Program**

Emergency Food and Clothing

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	720	20 Individuals	722	20 Individuals
Food Assistance	Boxes	3201	1055 Individuals	7582	2144 Individuals
Food Assistance	Congregate Meals	60000	1000 Individuals	44674	2676 Individuals
Food Assistance	Meals Provided	10000	65 Households	11474	124 Households
Food Assistance	Pounds	733000	247 Agencies	643013	261 Agencies
Food Assistance	Pounds	1148500	19114 Individuals	1388011	19606 Agencies
Individual Support	Hours	2080	180 Group Contacts	2064	149 Group Contacts
Material Assistance	Items	14200	350 Households	39401	400 Households
Material Assistance	Items	8815	2515 Individuals	27618	2980 Individuals
Referral/ Information	Referrals	475	475 Individuals	909	460 Individuals
Training - Skill Development	Hours	6000	20 Individuals	6003	20 Individuals



**Catalina
Community
Services:
Emergency Food
Bank**

Outputs by Service Category

Senior Support Services

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	864	18 Individuals	678	17 Individuals
Crisis Intervention/ Advocacy	Hours	308	308 Individuals	1023	313 Individuals
Food Assistance	Congregate Meals	102603	410 Individuals	17133	519 Individuals
Food Assistance	Meals Provided	21075	138 Individuals	19472	185 Individuals
Individual Support	Hours	609	4 Individual Contacts	609	4 Individual Contacts
Material Assistance	Items	2669	43 Individuals	2050	59 Individuals
Personal Care Assistance	Hours	9360	28 Individuals	116	29 Individuals
Pro Social Activities	Hours	195	8 Individuals	195	8 Individuals
Referral/ Information	Referrals	150	150 Individuals	81	67 Individuals
Training - Volunteers/ Professionals	Hours	882	29 Individuals	1118	34 Individuals
Transportation Assistance	Trips	4445	93 Individuals	4420	134 Individuals
Tutoring/ Academic Assistance	Hours	4860	162 Individuals	5057	373 Individuals



Mobile Meals of Tucson

Parenting and Family Support

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Child Care	Hours	5125	10 Individuals	15763	47 Individuals
Financial Assistance	Dollars	2000	15 Households	2000	19 Households
Group Support	Hours	108	98 Individuals	129	195 Individuals
Individual Support	Hours	88	11 Individuals	133	39 Individuals



Catholic Community Services: Child Care for the Working Poor

Outputs by Service Category

Parenting and Family Support

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Outreach	Contacts	800	800 Individuals	1172	1172 Individuals
Professional Services	Hours	216	14 Households	456	41 Households
Screening/ Assessment	Screenings	1046	1046 Individuals	1102	1102 Individuals
Training - Parent Skills	Hours	896	220 Individuals	756	172 Individuals
Training - Skill Development	Hours	288	72 Individuals	372	93 Individuals



Casa De Los Ninos: Great Beginnings

Community Support

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	400	50 Households	683	164 Households
Community Information	Events	5	5 group Contacts	5	5 Group Contacts
Group Support	Hours	684	144 Individuals	709	142 Individuals
Individual Support	Hours	150	37 Individuals	180	108 Individuals
Material Assistance	Items	393	393 Individuals	449	244 Individuals
Mini Grants	Dollars	11975	20 Agencies	11975	19 Agencies
Outreach	Contacts	14	14 Individuals	21	30 Individuals
Professional Services	Hours	48	23 Households	60	23 Households
Professional Services	Hours	2254	369 Individuals	1942	320 Individuals
Training - Skill Development	Hours	1230	46 Individuals	1758	129 Individuals
Training - Volunteers/ Professionals	Hours	76	32 Individuals	82	220 Individuals



Southern AZ Association for the Visually Impaired: Adjustment to Blindness

Outputs by Service Category

Community Support

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Transportation Assistance	Trips	945	53Individuals	864	44 Individuals



Southern Arizona
Legal Aid

General Services

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Case Management	Hours	3240	57 Individuals	3254	112 Individuals
Community Information	Electronic Media Items	3	150000 Individual Contacts	4	160500 Individual Contacts
Community Information	Events	21	550 Individual Contacts	15	376 Individual Contacts
Community Information	Events	38	2175 Individuals	90	3661 Individuals
Community Information	Print Media Items	5412	14074 Individuals	6780	16659 Individuals
Food Assistance	Congregate Meals	2608	16 Individuals	2273	16 Individuals
Food Assistance	Meals Provided	7800	195 Individuals	4564	217 Individuals
Individual Support	Contacts	270	270 Individuals	265	256 Individuals
Individual Support	Hours	3813	2555 Individuals	4694	3190 Individuals
Material Assistance	Items	345	260 Individuals	659	256 Individuals
Mini Grants	Dollars	6450	8 Agencies	6450	9 Agencies
Outreach	Contacts	65	65 Group Contacts	126	59 Group Contacts



United Way of
Southern Arizona
and Tucson: PRO
Neighborhoods

Outputs by Service Category

General Services

Output	Unit	Projected Units	Projected Beneficiaries	Actual Units	Actual Beneficiaries
Outreach	Contacts	2932	466 Individual Contacts	2932	680 Individual Contacts
Outreach	Contacts	6684	3392 Individuals	25422	12388 Individuals
Outreach	Events	18	2330 Individuals	16	973 Individuals
Professional Services	Contacts	2775	1010 Individuals	2915	1572 Individuals
Professional Services	Hours	1595	500 Individuals	1860	531 Individuals
Referral/ Information	Hours	134	67 Individual Contacts	125	67 Individual Contacts
Referral/ Information	Referrals	94	94 Individual Contacts	125	125 Individual Contacts
Respite	Hours	605	4 Individuals	441	4 Individuals
Screening/ Assessment	Screenings	1280	705 Individuals	1449	864 Individuals
Service Learning Activities	Hours	27332	189 Individuals	24644	491 Individuals
Training - Skill Development	Hours	19788	4440 Individuals	13205	7091 Individuals
Training - Volunteers/ Professionals	Hours	3589	806 Individuals	6406	1452 Individuals



**Southern Arizona
Buffelgrass
Coordination
Center**

Outside Agency Accomplishments

In their annual reports, agencies describe outcomes that they have accomplished during the 09-10 fiscal year. The following are examples of the outstanding accomplishments made by these agencies:

Arizona Youth Partnership

Rural After School Program

"In the third quarter staff at both sites have implemented a fitness/nutrition component to the program. Youth in Ajo are participating in the Why Weight to Shape Up? Program in partnership with the Pima County Health Department. This program teaches youth the importance of self esteem, exercise and healthy eating choices. The youth in this program have also planted a vegetable garden as part of their healthy eating efforts."

International Sonoran Desert Alliance

Ajo Las Artes

"Our greatest and most exciting success this year was a community meeting called "Sharing in Ajo's Future." At this meeting a group of volunteers got together to brainstorm ways to raise money for Las Artes, and our graduates told their compelling stories and discussed aspects of the program with the community at large. As a result of this meeting we received a donation from our local quilting group, the Ajo peace makers, and gained one of our Border Patrol agents as a devoted weekly volunteer."

Our Family Services

House of Neighborly Service Senior Support Program

"Other support this year included Lupe Salas from PCVOA providing tax filing assistance in January and February. Also, Gospel Rescue opened a fresh produce market at the beginning of February, and as a result our seniors are receiving fresh vegetables every Thursday. In addition to this, Gospel Rescue also helps us on a regular basis by providing bingo prizes, materials for our quilting project, and different items necessary for seniors, such as: walkers, canes, high toilet seats, and shower holders."

Tucson Urban League

Case Management

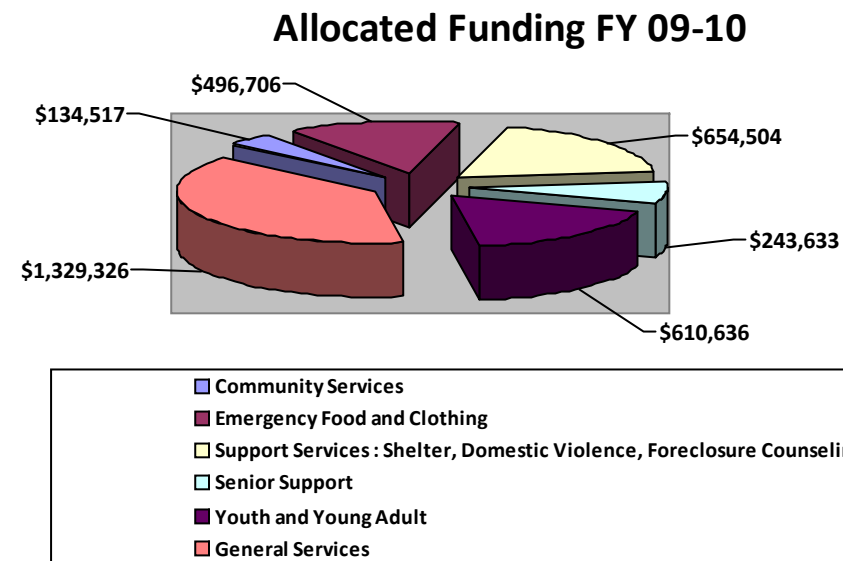
"During the third quarter we were able to assist 705 households with utility and mortgage assistance. The nature of today's economy has tested many non-profit agencies throughout the city with budget cuts and layoffs; however, as a team we have persevered and tried to establish a positive relationship with both our clients and the entities that fund our services. Our goal is to assist all of those in need and we pride ourselves on the ability to either help the client directly, or refer them to another agency that will assist them in their time of need."

Outside Agency Barriers/Obstacles

In their annual reports, agencies describe the barriers or obstacles they have faced. The following are quotes that illustrate some of these barriers and ways they have addressed these obstacles:

Community Food Bank	
Rural Branch Banks	“Due to high increases in demand over the past year many of our branch banks have been suffering space constraints. Because of this, we have been actively looking to grow locations as well as to make current facilities as efficient as possible. For example, the Amado Community Food Bank will begin construction soon to complete their building. This final phase of construction will provide them with additional storage space and will allow them to maximize the square footage they have.”
Southern Arizona AIDS Foundation	
HIV/AIDS Support and Education	“There has been an increase in the number of clients requesting food and cleaning/hygiene services due to difficult economic situations. At this month’s Harvest Days distribution, where we provide fresh produce over a two-day period at the end of each month, the food was gone in just two hours. Clients are grateful for this assistance. A recent comment from a client; ‘The Harvest Days help me at the end of the month when I’m out of food and have no money’. We continue to look for ways to ensure there is food available for clients but the budget realities make this a challenge.”
St. Luke’s Home	
Senior Resident Dietary Program	“Bill Burket, our Food Service Manager, reports continued struggles to maintain quality of product at a food cost of \$4.25/day/resident. Residents have been asked to help reduce waste by being more attentive to the menu and alerting the kitchen of allergies, dietary restrictions, absences from meals, etc. In addition, staff in the dietary department was reduced by another FTE in the second quarter and wages were decreased by 3% across the organization. Quality of service and product, however, have not been negatively affected because the staff value their jobs and care for the residents of the Home.”
Wingspan	
EON Youth Center	“A significant challenge we faced during the second quarter was operating the Eon Youth Center with fewer staff people. We spread the word throughout the community that we needed help in order to continue to provide these vital services. We were very encouraged that volunteers stepped forward and continue to do so.”

Program Highlights FY 09-10



Over \$3.6 Million was allocated for Outside Agency Programs during FY 09-10

Outside Agency Program Highlights

Outputs	Number Served
Case Management	3642
Congregate Meals	3292
Food Boxes	2779
Individual Support	4725
Material Assistance	4976
Meals Provided	526
Shelter Nights	329
Training - Skill Development	10028
Tutoring/Academic Assistance	825

More than 111,000 people were served by Outside Agency Programs throughout Pima County during FY 09-10

Pima County Board of Supervisors

Ramón Valadez - Chairman, District 2

Ann Day, District 1

Sharon Bronson, District 3

Ray Carroll, District 4

Richard Elías , District 5

County Administrator, C.H. Huckelberry



Community Development & Neighborhood Conservation Mission:

"To create a more livable County and to improve the quality of life for residents, with a special emphasis on economically and socially disadvantaged communities, through the development and coordination of programs and services."

-Outside Agency Program Goals and Objectives-

- 1. Direct funds to programs & agencies that have demonstrated a beneficial community impact*
- 2. Identify gaps and community assets to determine an effective systematic approach for allocating funding*
- 3. Identify best practices implemented by agency programs and act as a resource for other agencies to obtain best practice models and information*
- 4. Provide technical assistance to agencies for program enhancement & board/staff development*

PIMA COUNTY COMMUNITY DEVELOPMENT & NEIGHBORHOOD CONSERVATION DEPARTMENT

Margaret Kish, Director

Allen Kulwin, Community & Rural Development Program Manager

Jane Kroesen, Outside Agency Program Coordinator

Kino Service Center

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CDNC website: www.pima.gov/ced/cdnc

OA Website: www.pima.gov/CED/CDNC/CRD/outsideAg.html